vodafone | Processes
resources roundup

News, views and insight from around the web

"The approach we took was, let's look at what we do now – the as-is process – and where we want to be if we are going to introduce a new piece of mobile technology. Doing it that way allows you to examine wholeheartedly the cradle to grave process."

Cleaven Faulkner, Chief Inspector, Hampshire Police

Public sector processes resources

Smoothing the way to the right choice

Meetings are the bane of many public sector professionals' lives. All too often, meaning too much talk and too little action. This article by Tony Mann at APMG, offers some potential solutions.

It's not just the technology, it's how you use it that counts

Jos Creese, CIO at Hampshire County Council, tells us how technology is powering many of the changes in how public sector organisations work but the focus shouldn't just be on the technology itself.

PSN: a catalyst for public service transformation

The Public Services Network is often seen simply as a new way to buy technology but, as Helen Olsen demonstrates in this report, it is capable of far more.

What is prototyping?

All too often, new processes are implemented without being sufficiently tested. In this article NESTA shows how small scale prototyping can lead to greater long-term success.

Culture change in the public sector

Changing processes within an organisation is as much a cultural shift as an implementation one. This article by the IRISS, looks at the challenge of cultural change and explains why it takes longer than many think.

"The difficulty lies in separating task and process. Many managers concentrate on process because they know that if the process is working well then everything will go well. Yet in meetings, the propensity is to focus on the task."

Jan 2012

Read the full article >
http://bit.ly/16ctgrP

"The most ambitious and innovative 'Transforming Through Technology' programmes do not often come from innovative technology but from innovation in the use of existing technology."

May 2012

Read the full article >
http://bit.ly/15487Rq

"Enablement of greater collaboration and the simple, secure exchange of information, were seen as the primary opportunities from the PSN roll-out."

Jan 2012

Read the full article >
http://bit.ly/Zvxlnn

"Prototyping can open up thinking and support leaders to explore and test different options, which makes it a useful tool in situations where there are no ready solutions to a problem."

May 2012

Read the full article >
http://bit.ly/17t6IkY

"The complex nature of public sector organisations and possible existence of a number of sub-cultures, will mean processes and procedures, market focus and outcomes may vary."

Oct 2012

Read the full article >
http://bit.ly/187LgmR

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In summary: the changing face of public sector processes

The challenges facing the public sector to evolve how it operates would be easily recognisable to many in the private sector. It's the pace and scale of the challenge that takes public sector process transformation to a new level.

With significant budget cuts to contend with, public sector leaders fully understand that business-as-usual is no longer an option. As a result, they are looking at all aspects of how their people work, where they work and who they can partner with. This roundup has offered an overview of some of the key process challenges facing the public sector today.

Core themes in
public sector processes

While every organisation is different a number of themes stood out:

Technology has a significant role to play

Many of the process changes being delivered across the public sector simply wouldn't be possible without advances in communication and collaboration technologies. These are enabling organisations to rethink how they use their buildings, how they partner successfully with others and how they enable their people to do more with less.

It's important to test your way forward

While it is clear that the public sector needs to commit to significant change, the precise nature of that change will differ by organisation. There is no one-process-fits-all. So it's important to try new approaches, on a relatively small scale, before rolling them out across the organisation.

Ultimately, culture is key

While changes may be powered by technology, they are implemented by people. Culture plays a significant role in whether new processes succeed or fail. So getting the people aspect of any change right is fundamental to long-term success.

About Vodafone and the public sector

We work throughout the public sector right across the UK, helping organisations improve their processes, change the way they use physical spaces and enable their staff to do their best work. Ultimately, we help them meet real and pressing challenges with innovative, positive solutions.

Learn more about how we can help you meet your challenges >
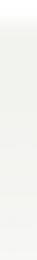
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3-click feedback form

This was:

◯ Great – I'd happily recommend it to a friend or colleague

◯ Average – it was interesting information, I learned something

◯ Poor – I didn't see the value in any of this

Tell us what we did well and what we can improve next time:

Thanks for your time.

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